

# Your care, your way

## Connect to care anytime, anywhere



Get the care you need the way you want it. No matter which option you choose, your providers can see your health history, update your medical record, and give you personalized care that fits your life.

### Choose where, when, and how you get care

To make an appointment or speak to an advice nurse, call **1-800-290-5000 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. After hours, call **1-888-576-6225**.



#### 24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider. For after-hours advice, call **1-888-576-6225 (TTY 711)**, Monday through Friday, 7 p.m. to 7 a.m.; Saturday and Sunday, 24 hours a day.



#### In-person visit

Same-day appointments are often available. Sign on to **kp.org** anytime, or call us to schedule a visit.



#### Email

Message your doctor's office with nonurgent questions anytime. Sign on to **kp.org** or use our mobile app.<sup>2,3</sup>



#### Phone appointment

Save yourself a trip to the doctor's office for minor conditions or follow-up care.<sup>2,3</sup>



#### Video visit

Meet face-to-face online with a doctor on your computer, smartphone, or tablet for minor conditions or follow-up care. Check with your doctor's office to find out if video visits are available.<sup>2,3,4</sup>

### Need care now? Know before you go.

#### Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

Visit **kp.org** to find the urgent care location nearest you.

#### Emergency care

A life-threatening injury or illness that requires care right away.<sup>1</sup>

- Trouble breathing
- Severe chest pains
- Very bad injuries or wounds

If you think you have a medical or psychiatric emergency, call **911** or go to the nearest hospital.

**Not sure where to go? We're here 24/7 to guide you.** Call us at **1-800-290-5000 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. After hours, call **1-888-576-6225 (TTY 711)**.

<sup>1</sup>If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

<sup>2</sup>These features are available when you receive care at Kaiser Permanente facilities.

<sup>3</sup>You must be 18 years or older to schedule.

<sup>4</sup>Check with your doctor's office to find out if video visits are available to you.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. In addition, you may request health plan materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs. For more information, call **1-800-464-4000** (TTY users call **711**).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. A grievance includes a complaint or an appeal. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to *Your Guidebook* for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to *Your Guidebook* for addresses)
- By calling our Member Service Contact Center toll free at **1-800-464-4000** (TTY users call **711**)
- By completing the grievance form on our website at **kp.org**

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](https://www.hhs.gov/ocr/office/file/index.html).